

Layoff Affects Survivors

After downsizing, be prepared for a natural response experienced by many employees—"layoff survivor syndrome." Relief often turns to feelings of guilt and powerlessness. Anticipating this phenomenon and being proactive will reduce your vulnerability to more severe effects like distrust and dissatisfaction with your work. Other symptoms can include lower morale and commitment, increased absenteeism, and depression. Work toward accepting that things have changed. Decide that you will move forward. This intention is key to feeling empowered, and it will help you spot opportunities for support so you can take steps you may not have considered, such as talking to your employee assistance program, taking a fresh look at career and financial plans for your future, deciding not to lose trust in your employer, and avoiding the negative effects of anger in favor of understanding.



Is ADHD Getting In the Way?

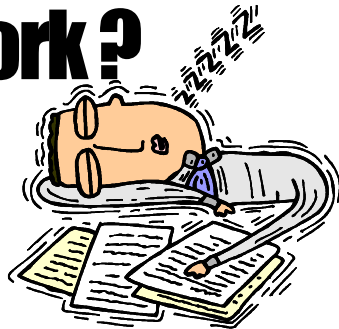
Nine million adults in the United States suffer from ADHD. Left untreated, adult ADHD can make it difficult for sufferers to maintain steady employment. Here are some signs to watch for at work: inability to stay focused during meetings, difficulty finishing projects, poor time management, disorganization, and difficulty maintaining concentration. Treatments for ADHD include medication and psychological and behavioral therapies plus other approaches to the problem. Don't stay frustrated. Instead, seek help from your doctor, employee assistance professional, or other qualified professionals.

(Source: National Mental Health Association.)



Sleepy at Work?

Alack of sleep inhibits concentration and the ability to carry on complex mental tasks. Other side effects include irritability, chronic tardiness, sleeping on the job, and a higher likelihood of on-the-job accidents. Negative health effects include weight gain and increased risk for heart problems and diabetes. Sleeplessness may be caused by sleep disorders or health and lifestyle issues. Develop a plan to get more sleep in consultation with your medical provider.

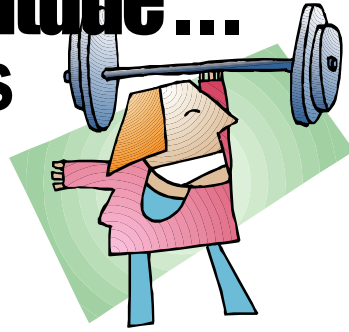


Holiday Eating Survival Tips

Here comes the fudge. The holidays add one pound to our waistlines every year. Most of us keep the weight once we've put it on. Consider formulating a game plan now instead of waiting to start after January 1st. That sort of "look ahead" diet planning can cause you to "live it up" now before cracking down. This year think about aiming to maintain your current weight through the holidays. Try Googling "portion control strategies." You will be led to helpful ideas on the Web. A few include using smaller plates, eating before you attend holiday parties, doing drive-by "recons" at holiday buffets before piling up your plate, and allowing yourself leeway for eating some of the good stuff. Think moderation, not denial.



Action and Attitude ... Manage Stress



Everybody wants to manage stress more effectively, but many struggle to do it well. The solution lies in taking action. If you have been trying to “will” yourself into feeling or thinking differently about stress, these mental efforts will have a short-term effect, which will probably lead to more futile attempts. The relief you want can only come with action. For example, if you are always running late for work, take time to jot down an itemized list of the things you must do in the morning before you leave the house. Does it take eight minutes to shower, 20 minutes to dress, and 25 minutes to get everyone out the door? Add time for driving and errands plus buffer time for unforeseen events. If the unforeseen doesn't happen, view the extra time as a bonus when you arrive at work early. Slot every activity into its required time. Determine what time you must go to bed in order to get up early enough. Reward yourself for sticking to your schedule—even for one day. Plan a bigger reward for two days in a row, and claim the big prize for a week without a skipped day. Keep going. With the newly acquired good habit, you will soon be teaching others how to tackle stress.

Forego and Fend Off Gossip



Gossip can range from harmless chitchat about a coworker's embarrassing weekend skiing to

mean-spirited remarks about an individual's personality or character. Left unchecked, gossip can feed rumors that contribute to a distrustful, conflict-ridden workplace. A few intervention skills can make you an advocate for civility. Practice stepping in rather than stepping back with these tactics: 1) *The Redirect*: Friendly questions or comments such as, “Can we talk about something important—like where we're going for lunch?” or “That reminds me of something funny...” 2) *The Big Shift*: If the rumor involves someone such as the head of the marketing department, intervene with a question like, “Hey, speaking of marketing, what do you think of our company's advertising campaign?” 3) *The Call It*: When the gossip is malicious you must confront it by saying, “That sounds like a rumor to me,” and walk away. These teachable skills will foster trust and teamwork by not reinforcing the gossip and rumor mill.

Emotional Intelligence and Customer Service



You may be smart, but if you have an outstanding reputation as a customer service professional, it's probably your “emotional IQ” (EIQ) that deserves a lot of credit. Emotional intelligence is the ability to recognize, describe, understand, and work effectively with emotion. You're what's known as a “people person.” If you don't see yourself as a “people person,” here's how to boost your EIQ: 1) Practice analyzing customer emotions. When you witness undesirable emotions, respond with voice tone or a statement that communicates your assurance they will experience satisfaction. 2) Validate your customer's feelings by using empathetic language like, “I can certainly understand your concern about this matter.” 3) Practice “upstream thinking” by anticipating and acting on your customers' needs even before they recognize them. 4) Be aware of your body language. How you stand, use your hands, or nod your head can send powerful messages of enthusiasm or indifference to customers. They'll feel—and remember.

Overtime and Methamphetamine

Methamphetamine is a dangerous and addictive illegal drug. The prolonged energetic state it produces is offset by erratic behavior, anxiety, paranoia, and depression.

Long-term use can result in permanent brain damage, seizures, and even psychosis.

People working in labor-intensive industries where long hours equal more income may be at higher risk for being introduced to meth. On-the-job deaths are high in industries such as oil and gas, and industry safety professionals fear meth is a contributing factor. Warning signs include hyperactivity, extreme mood swings, repetitive and compulsive behavior, and rapid weight loss. Refusing to enable workers abusing meth can save lives.

